Creating a Quality Improvement Network in Primary Care

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Edinburgh and the Lothians
Quality System – Visitor Experience

BECOMING A HIGH PERFORMING HEALTHCARE ORGANISATION

A visitor to NHS Lothian in 2023 should experience:

- An organisation that regularly communicates with, captures feedback from and proactively involves service users in quality management and innovation
- Leaders who act as role models for quality improvement and empower front line teams to innovate and experiment
- Staff trained to at least practitioner level in quality management, with routine access to expert coaching

An information-driven learning healthcare organisation, with all staff enabled, informed users of high quality data

Building on previous QI work

Patient Safety Programme  QI Workbook  Quality Academy  Primary Care Network

Quality Clusters

Lothian Quality  NHS Lothian
QI Journey

Anne Lamb, Milton Practice, Edinburgh
Bubbling up
How we did it

• National framework – Improving Together, new GP contract
• Cluster Quality Leads
• Ask them what they want
• Data support, Improvement support, provision of a network
• QI ninjas

Tools we used
Shelagh Stewart, CQL

Challenges

Time & Backfill

Data help & provision

Admin Support
But......

• No shortage of ideas or will
• ‘with every pair of hands I get a free brain’